

IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

In the application of : **McCORMACK, Tony et al.**

Serial No. : **10/645,438**

Filed : **August 21, 2003**

For : **Management of queues in contact centres**

Examiner : **TOMLINSON, Ronald D.**

Art Unit : **2109**

RESPONSE TO OFFICE ACTION OF MAY 7, 2007

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of May 7, 2007, the Applicants make the following amendments and remarks: